Smart Assessor User Guide (Learners)

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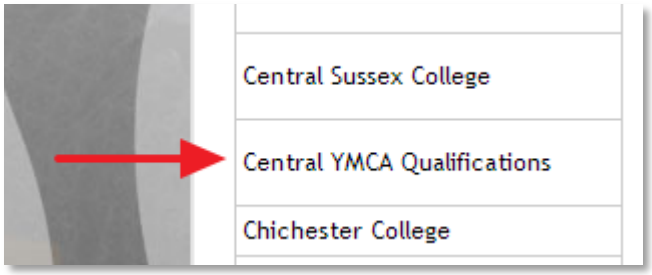
Logging into Smarter Assessor

Follow the link below and click on the Central YMCA Qualifications link
http://smartassessor.co.uk/ClientGateway.asp



Enter your **Username** and **Password**

Click on **Login**

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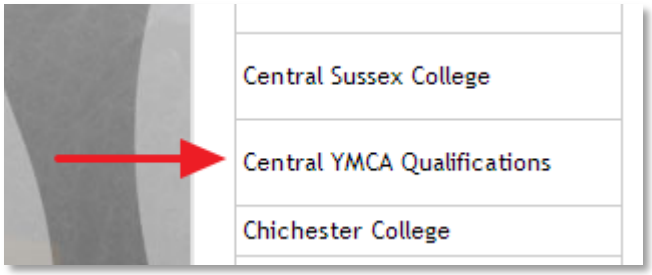
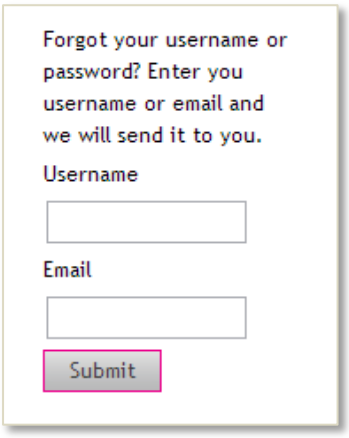
Retrieving your username or password

Follow the link below and click on the Central YMCA Qualifications link
http://smartassessor.co.uk/ClientGateway.asp



Click on the ***Forgot your username or password?*** option

To retrieve your username enter your email address into the **Email** field and click **Submit**. Alternatively, to retrieve your password enter your username or email address into the appropriate field and click **Submit**



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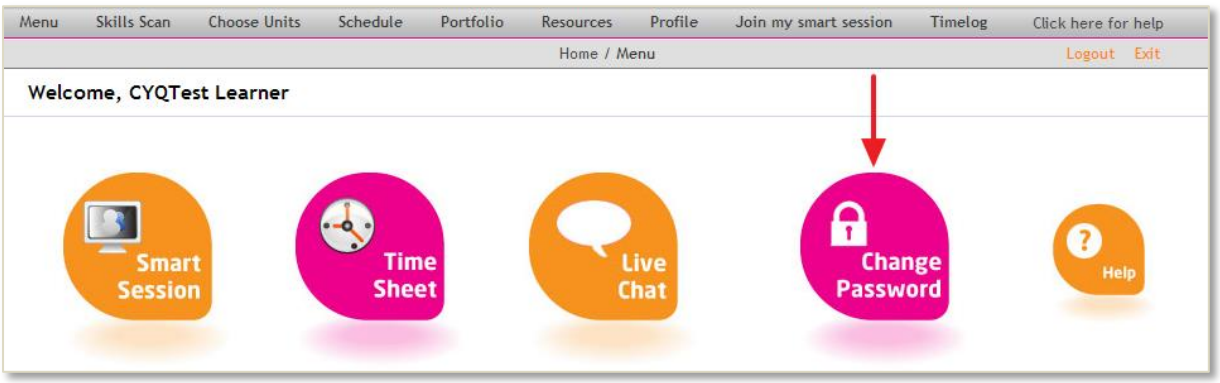
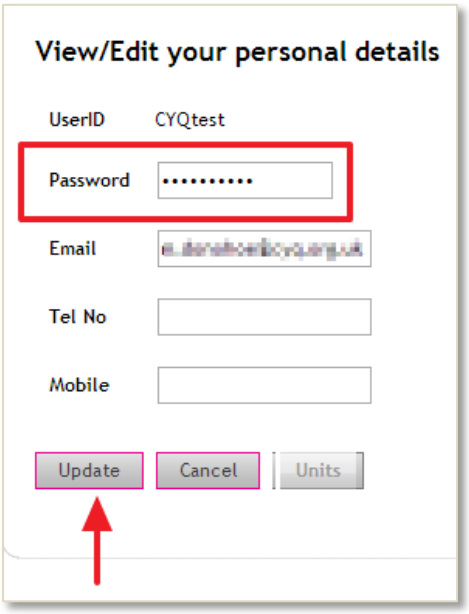
Changing your password

Log into your Smart Assessor profile as indicated on page 2 of this document

On your landing page click on the **Change Password** link



Type in your new password and click on **Update**



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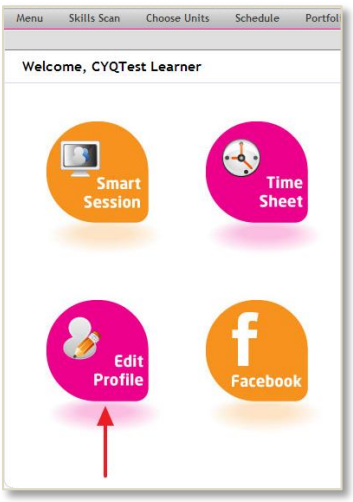
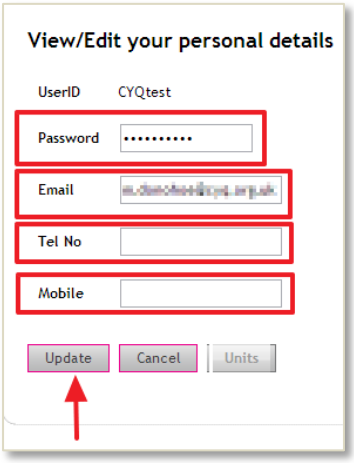
Updating your profile

Log into your Smart Assessor profile as indicated on page 2 of this document

On your landing page click on the **Edit Profile** link



In this area you can add or edit the fields highlighted below



You can also add or change your profile photo in this area

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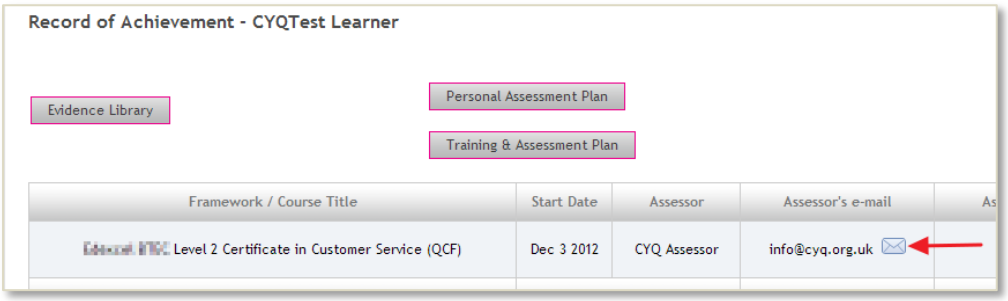
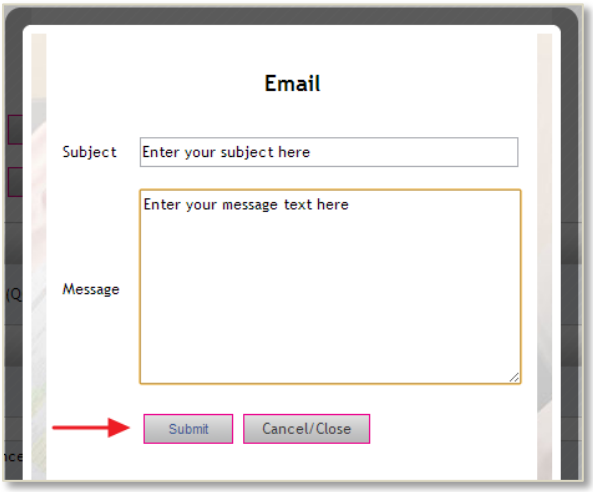
Contacting your guidance assessor

Log into your Smart Assessor profile as indicated on page 2 of this document

On your landing page click on the **Contact Assessor** link

In the **Framework / Course Title** area you'll see which guidance assessor(s) are assigned to the course(s) you are enrolled for. Click on the envelope icon in the Assessor's email section to create and send your message





This will be sent as a standard email to your guidance assessor's email address

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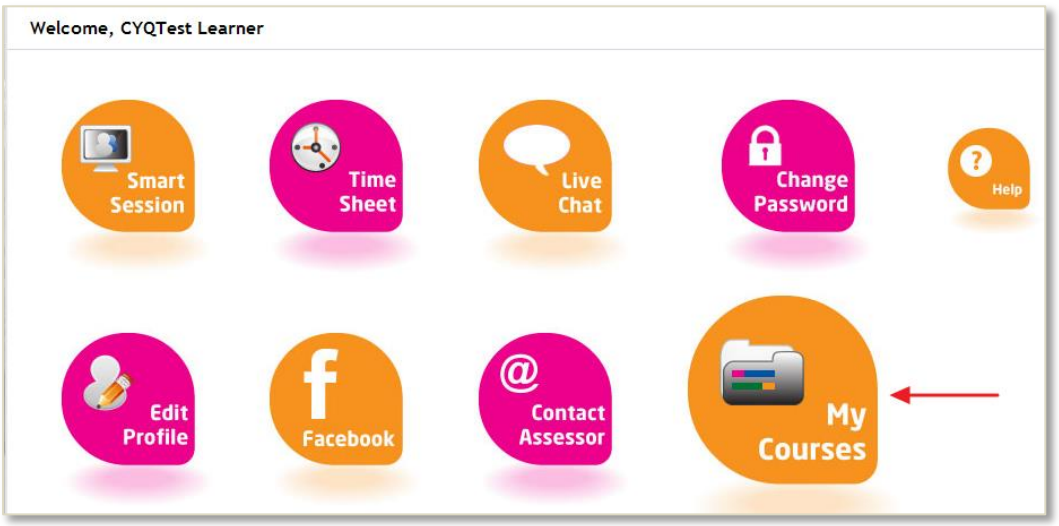
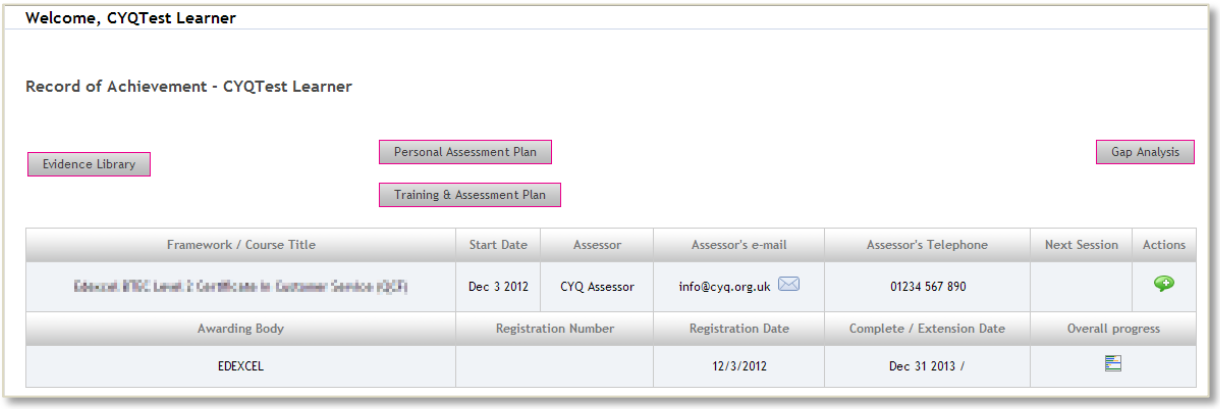
Viewing your Smart Assessor course(s)

Log into your Smart Assessor profile as indicated on page 2 of this document

On your landing page click on the **My Courses** link



You can review the course(s) you are enrolled onto and each course's Awarding Body at the top of this screen



In this section you can also review information such as your course start date, guidance assessor details, registration number, registration date and target completion date

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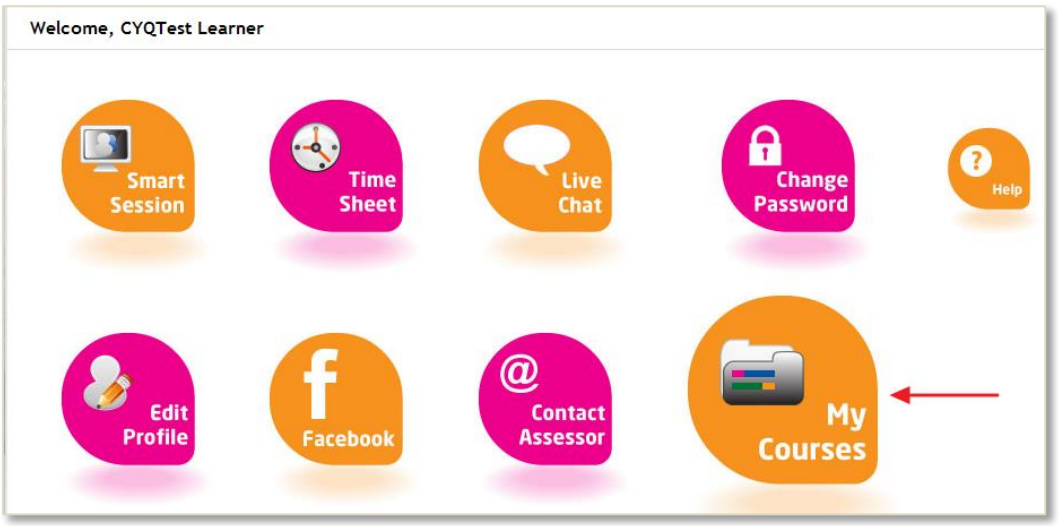
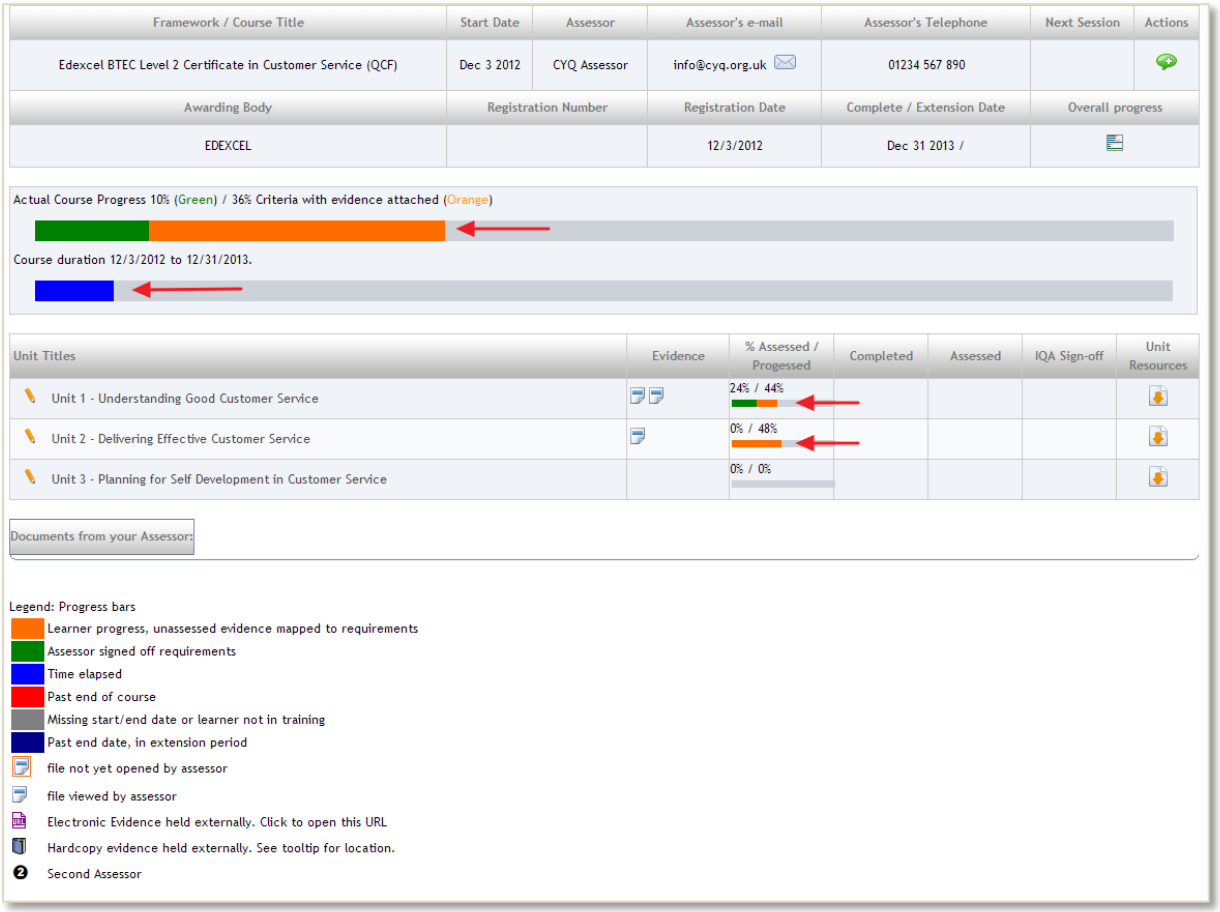
Reviewing your course progress

Log into your Smart Assessor profile as indicated on page 2 of this document

On your landing page click on the **My Courses** link



Beneath the **Framework / Course Title** area you'll see all of the units belonging to your course(s) and a series of progress bars. Use the key below this area to interpret your progress bars



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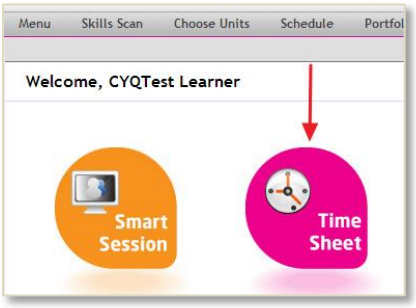
Recording time spent working on your course

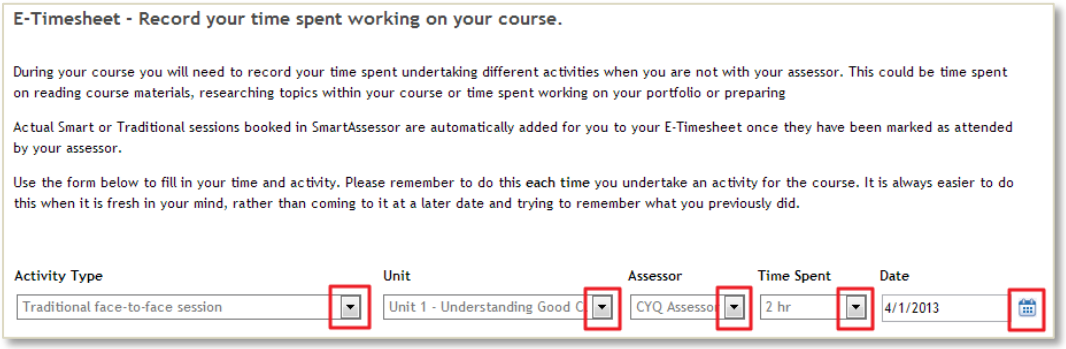
The Smart Assessor timesheet should be updated after each activity that you carry out in working towards the completion of your course

Log into your Smart Assessor profile as indicated on page 2 of this document

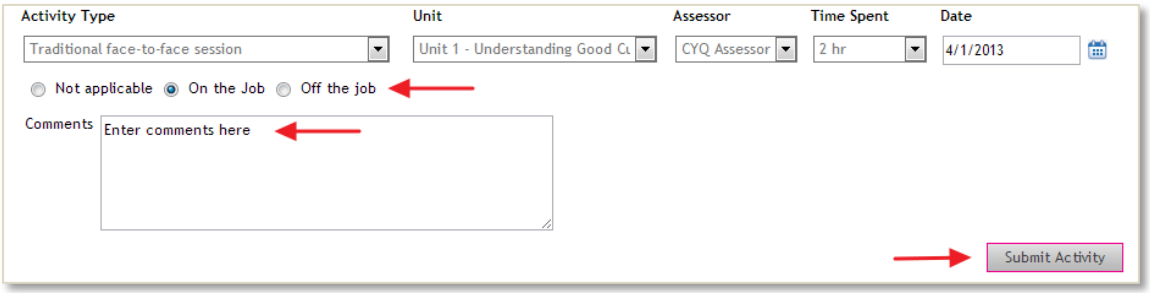
On your landing page click on the **Time Sheet** link



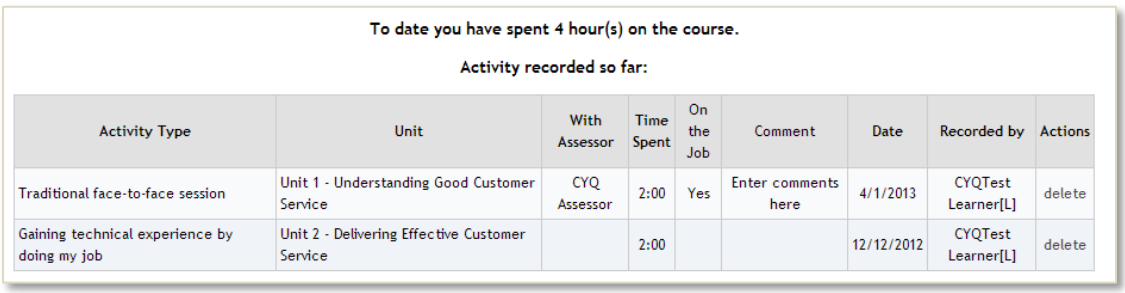
Select an **Activity Type**, the **Unit** that the activity relates to, the name of your guidance **Assessor**, the **Time Spent** on the activity and the **Date** of the activity


E-Timesheet - Record your time spent working on your course.
During your course you will need to record your time spent undertaking different activities when you are not with your assessor. This could be time spent on reading course materials, researching topics within your course or time spent working on your portfolio or preparing
Actual Smart or Traditional sessions booked in SmartAssessor are automatically added for you to your E-Timesheet once they have been marked as attended by your assessor.
Use the form below to fill in your time and activity. Please remember to do this each time you undertake an activity for the course. It is always easier to do this when it is fresh in your mind, rather than coming to it at a later date and trying to remember what you previously did.
Activity Type
Traditional face-to-face session
Unit
Unit 1 - Understanding Good C
Assessor
CYQ Assesso
Time Spent
2 hr
Date
4/1/2013

Select whether the activity was **On the job**, **Off the job** or neither (**Not applicable**), add a description of the activity and then click on the **Submit Activity** button



A record of this and all other activities will be kept at the bottom of the timesheet page



Activity Type	Unit	With Assessor	Time Spent	On the Job	Comment	Date	Recorded by	Actions
Traditional face-to-face session	Unit 1 - Understanding Good Customer Service	CYQ Assessor	2:00	Yes	Enter comments here	4/1/2013	CYQTest Learner[L]	delete
Gaining technical experience by doing my job	Unit 2 - Delivering Effective Customer Service		2:00			12/12/2012	CYQTest Learner[L]	delete

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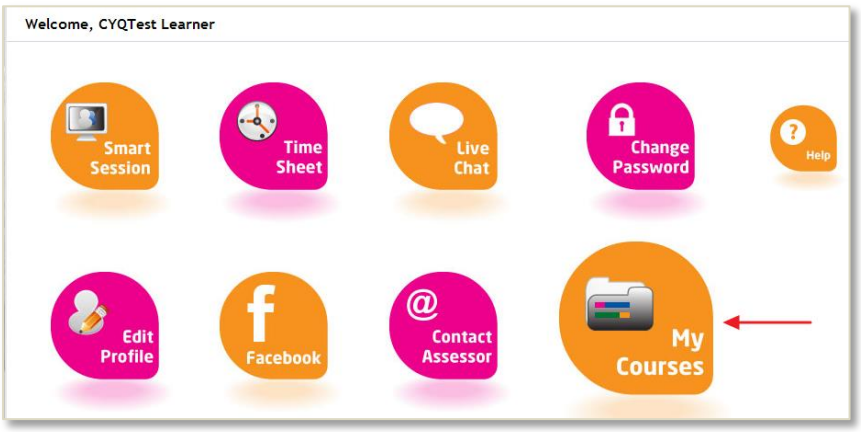
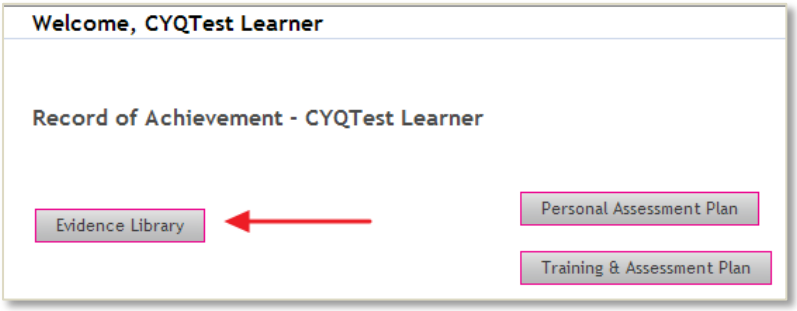
Uploading ePortfolio evidence

Log into your Smart Assessor profile as indicated on page 2 of this document

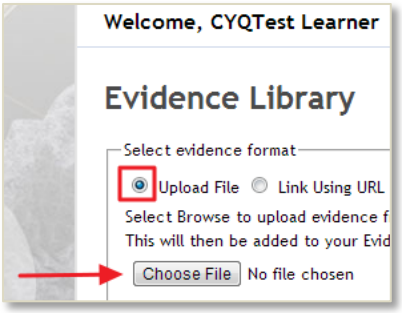
On your landing page click on the **My Courses** link

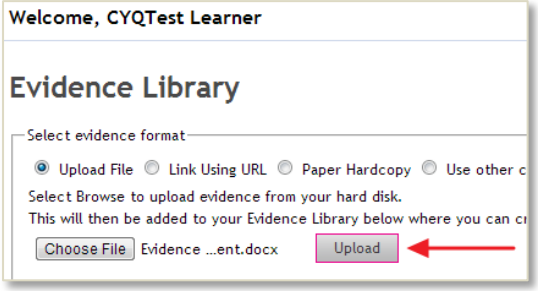


Click on the **Evidence Library** button



To upload a file, ensure the **Upload File** radio button is selected and use the **Choose File** button to browse for your file. Once you've chosen your file, upload it to your ePortfolio using the **Upload** button





Continued overleaf

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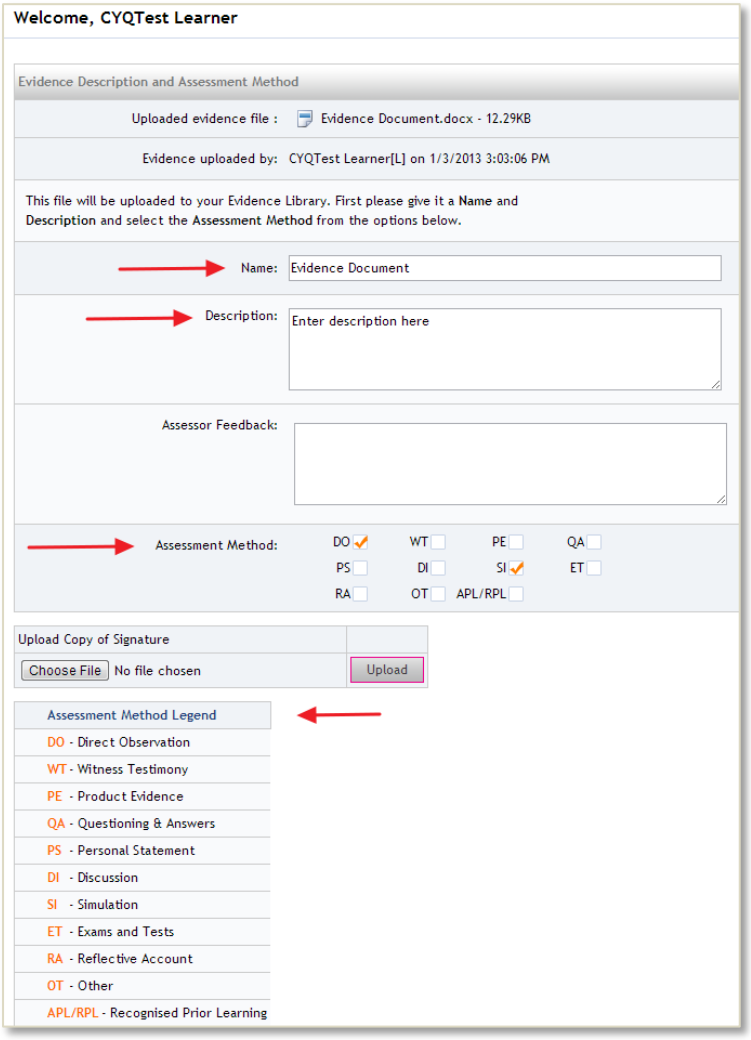
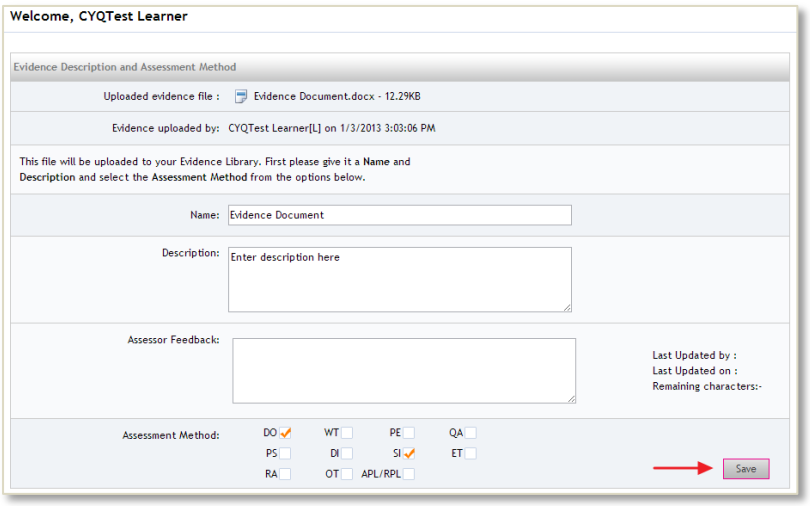
Give your file a name and description and select the appropriate assessment method(s) using the key at the bottom on the page


Welcome, CYQTest Learner
Evidence Description and Assessment Method
Uploaded evidence file : Evidence Document.docx - 12.29KB
Evidence uploaded by: CYQTest Learner[L] on 1/3/2013 3:03:06 PM
This file will be uploaded to your Evidence Library. First please give it a Name and Description and select the Assessment Method from the options below.
Name: Evidence Document
Description: Enter description here
Assessor Feedback:
Assessment Method: DO WT PE QA PS DI SI ET RA OT APL/RPL
Upload Copy of Signature
Choose File No file chosen
Upload
Assessment Method Legend
DO - Direct Observation
WT - Witness Testimony
PE - Product Evidence
QA - Questioning & Answers
PS - Personal Statement
DI - Discussion
SI - Simulation
ET - Exams and Tests
RA - Reflective Account
OT - Other
APL/RPL - Recognised Prior Learning

Save this information using the **Save** button and then email your guidance assessor to inform them that you've uploaded some evidence for review


Welcome, CYQTest Learner
Evidence Description and Assessment Method
Uploaded evidence file : Evidence Document.docx - 12.29KB
Evidence uploaded by: CYQTest Learner[L] on 1/3/2013 3:03:06 PM
This file will be uploaded to your Evidence Library. First please give it a Name and Description and select the Assessment Method from the options below.
Name: Evidence Document
Description: Enter description here
Assessor Feedback:
Last Updated by :
Last Updated on :
Remaining characters:-
Assessment Method: DO WT PE QA PS DI SI ET RA OT APL/RPL
Save

If applicable you should also update your timesheet at this stage

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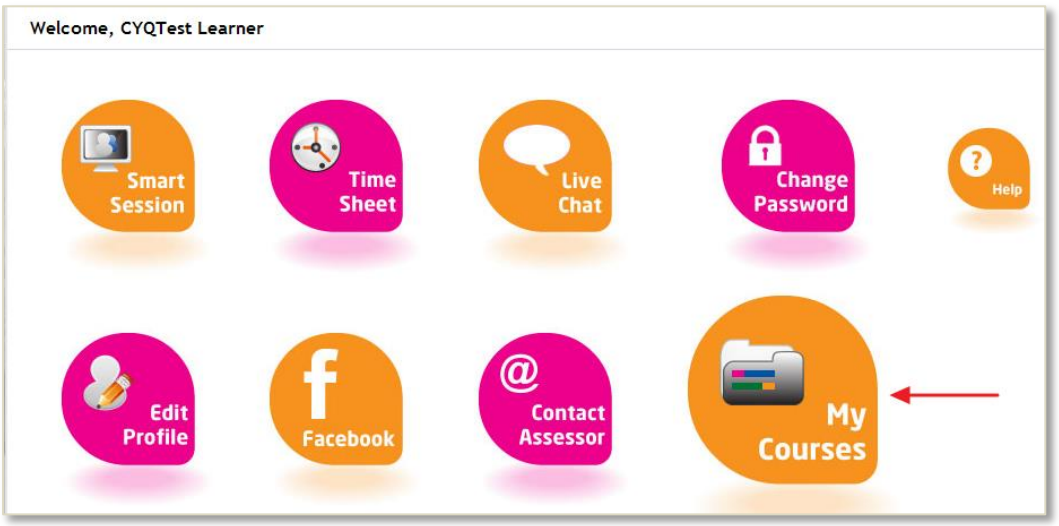
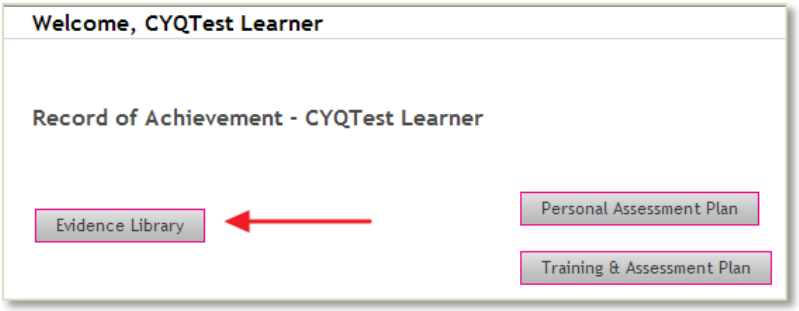
Adding web-based evidence to your ePortfolio

Log into your Smart Assessor profile as indicated on page 2 of this document

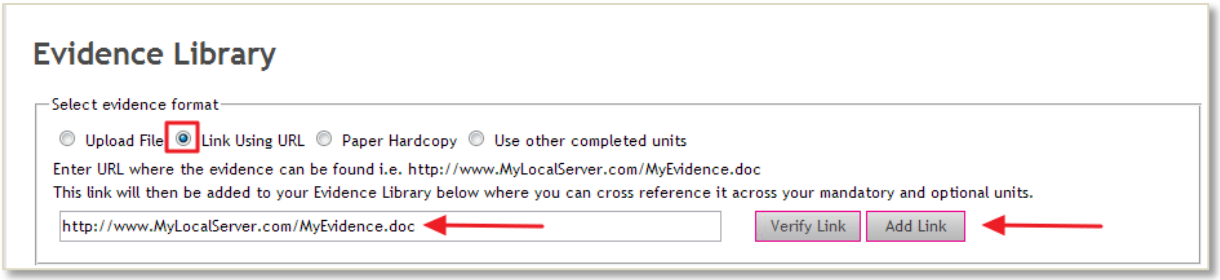
On your landing page click on the **My Courses** link



Click on the **Evidence Library** button



Select the **Link Using URL** radio button and enter a link to the site containing your evidence and click on the **Add Link** button


Evidence Library
Select evidence format
Upload File
Link Using URL
Paper Hardcopy
Use other completed units
Enter URL where the evidence can be found i.e. http://www.MyLocalServer.com/MyEvidence.doc
This link will then be added to your Evidence Library below where you can cross reference it across your mandatory and optional units.
http://www.MyLocalServer.com/MyEvidence.doc
Verify Link
Add Link

As with the file upload process, give your file a name and description and select the appropriate assessment method(s) using the key at the bottom on the page. Once completed save the information using the **Save** button and then email your guidance assessor to inform them that you've added some evidence to your ePortfolio.

If applicable you should also update your timesheet

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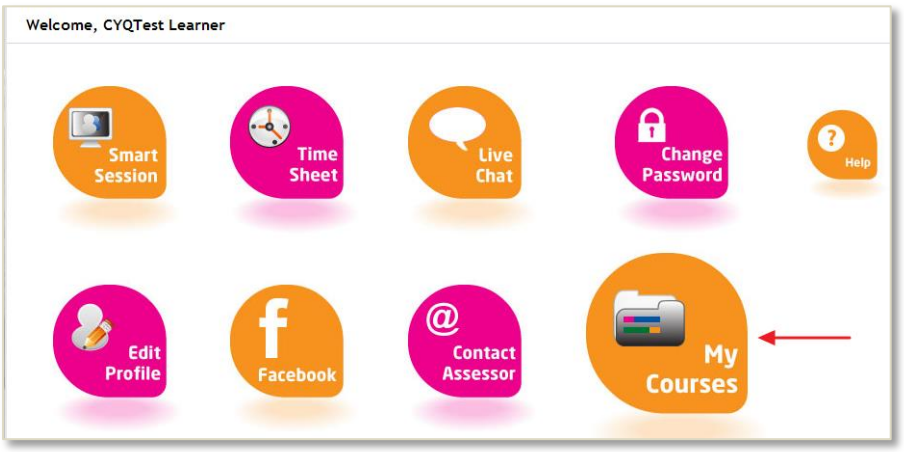
Adding paper-based evidence to your ePortfolio

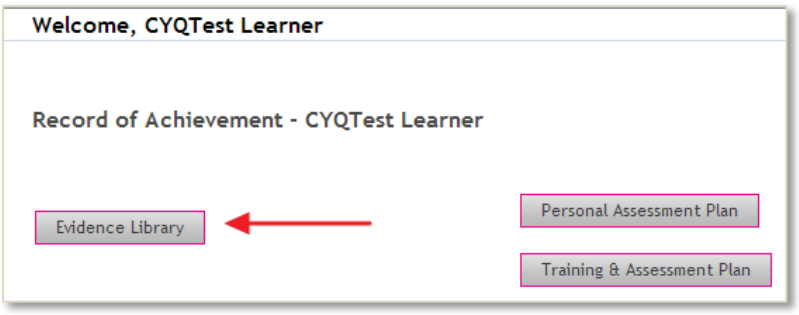
Please note that this is only appropriate if you have already sent hard copy evidence to your guidance assessor

Log into your Smart Assessor profile as indicated on page 2 of this document

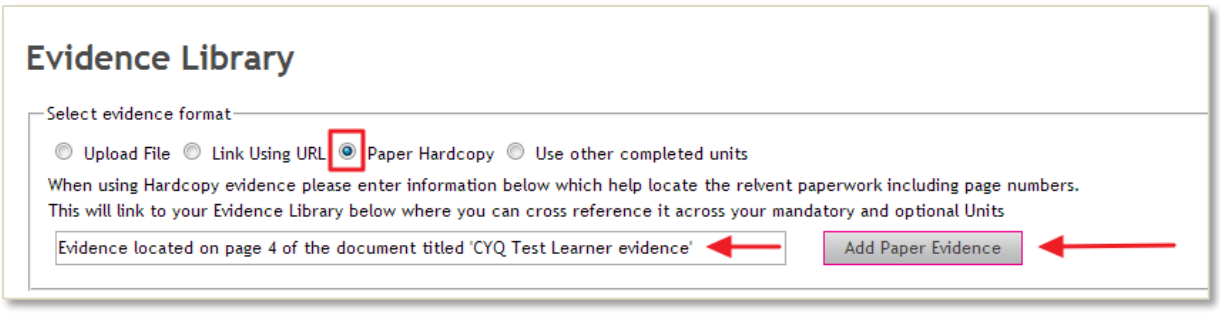
On your landing page click on the **My Courses** link



Click on the **Evidence Library** button



Select the **Paper Hardcopy** radio button, add a brief description of where the paper evidence is held and click on **Add Paper Evidence**


Evidence Library
Select evidence format
Upload File
Link Using URL
Paper Hardcopy
Use other completed units
When using Hardcopy evidence please enter information below which help locate the relvent paperwork including page numbers.
This will link to your Evidence Library below where you can cross reference it across your mandatory and optional Units
Evidence located on page 4 of the document titled 'CYQ Test Learner evidence'
Add Paper Evidence

As with the file upload process, give your file a name and description and select the appropriate assessment method(s) using the key at the bottom on the page. Once completed save the information using the **Save** button and then email your guidance assessor to inform them that you've added some evidence to your ePortfolio.

If applicable you should also update your timesheet

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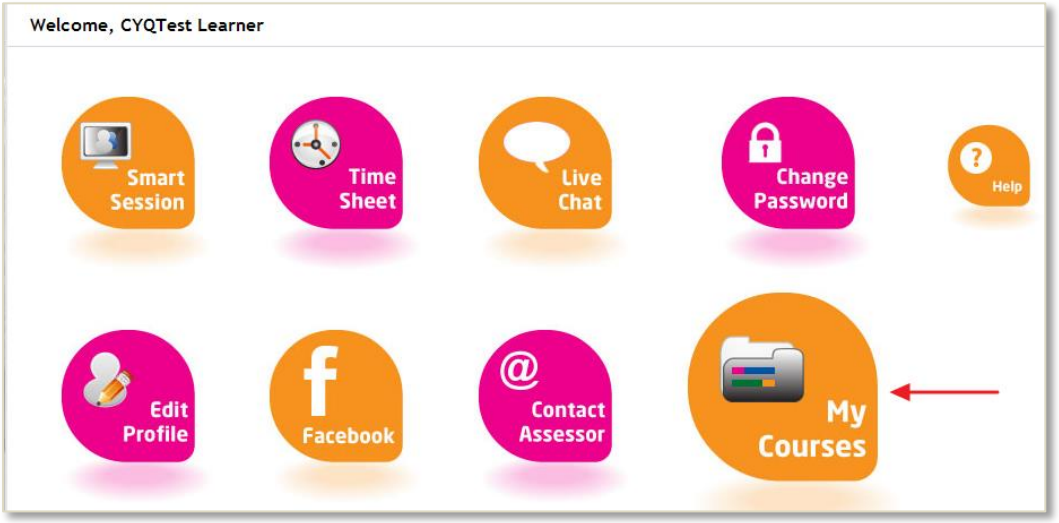
Mapping ePortfolio evidence to units and assessment criteria

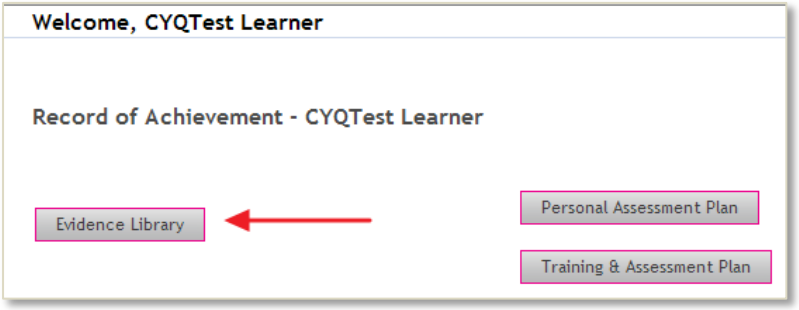
This is an optional feature and you can ask your guidance assessor to map your evidence for you if you are unsure what specific units and assessment criteria your evidence maps to

Log into your Smart Assessor profile as indicated on page 2 of this document

On your landing page click on the **My Courses** link



Click on the **Evidence Library** button



Identify the file you'd like to map against assessment criteria, select the unit(s) the evidence maps to and click Save

Continued overleaf

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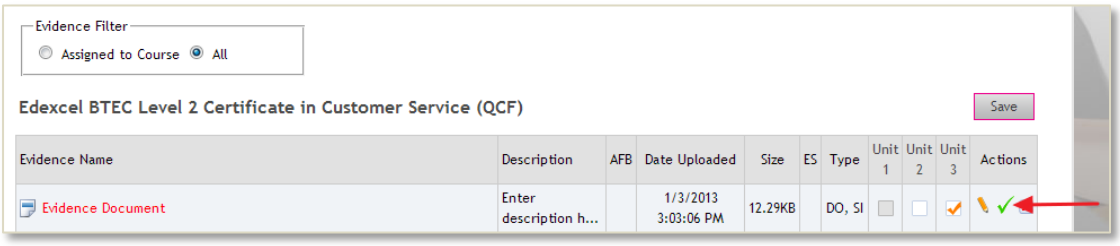
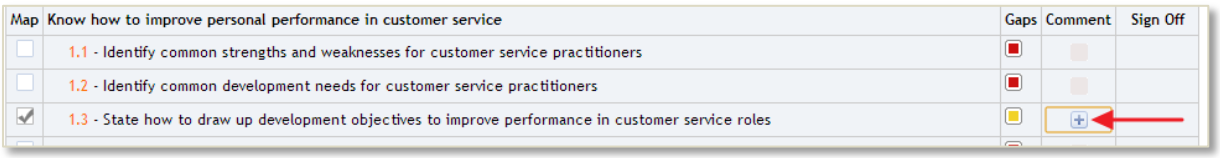
Click on the tick (✓) icon and map your evidence to the appropriate assessment criteria

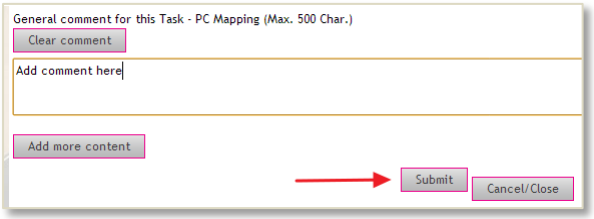


Please note you will only be able to access this area once the tick (✓) icon has turned green, which will happen if you have followed the instructions on the previous page

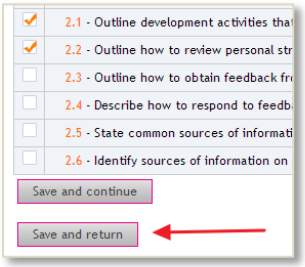
Select All PC's
Map
Know how to improve personal performance in customer service
1.1 - Identify common strengths and weaknesses for customer service practitioners
1.2 - Identify common development needs for customer service practitioners
1.3 - State how to draw up development objectives to improve performance in customer service roles
1.4 - Outline how experiences of customer service can help to develop customer service performance
1.5 - Identify appropriate people to give feedback on customer service performance
1.6 - Outline the process of reviewing and updating customer service personal development plans
1.7 - Describe the value of discussing personal customer service learning with others
Map
Know how to develop customer service skills
2.1 - Outline development activities that could form part of a personal development plan
2.2 - Outline how to review personal strengths and development needs to aid personal development in customer service
2.3 - Outline how to obtain feedback from others to aid personal development in customer service
2.4 - Describe how to respond to feedback to aid personal development in customer service
2.5 - State common sources of information that can be used to extend knowledge of organisations' products and services
2.6 - Identify sources of information on customer service knowledge and skills that can help customer service practitioners to develop

If desired, add comments against each criterion explaining what part of the evidence you've created meets that particular criterion


Map
Know how to improve personal performance in customer service
Gaps
Comment
Sign Off
1.1 - Identify common strengths and weaknesses for customer service practitioners
1.2 - Identify common development needs for customer service practitioners
1.3 - State how to draw up development objectives to improve performance in customer service roles



Click on **Save and return** to return to the Evidence Library


2.1 - Outline development activities tha
2.2 - Outline how to review personal str
2.3 - Outline how to obtain feedback fr
2.4 - Describe how to respond to feedb
2.5 - State common sources of informati
2.6 - Identify sources of information on
Save and continue
Save and return

Once you have mapped your evidence, email your guidance assessor to inform them that you've mapped some ePortfolio evidence to assessment criteria. If applicable you should also update your timesheet

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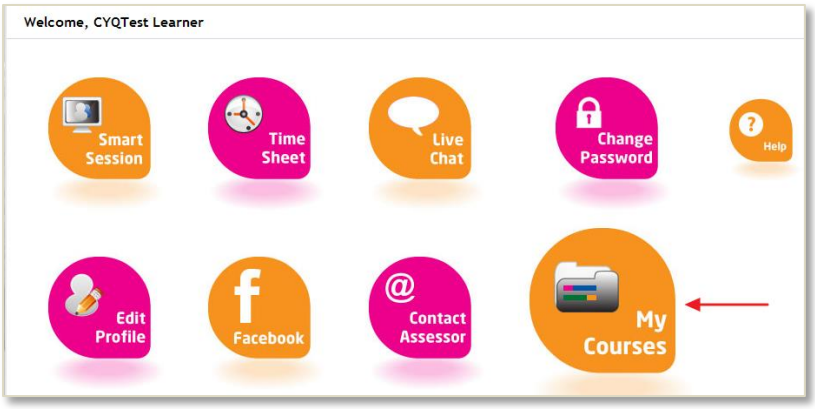
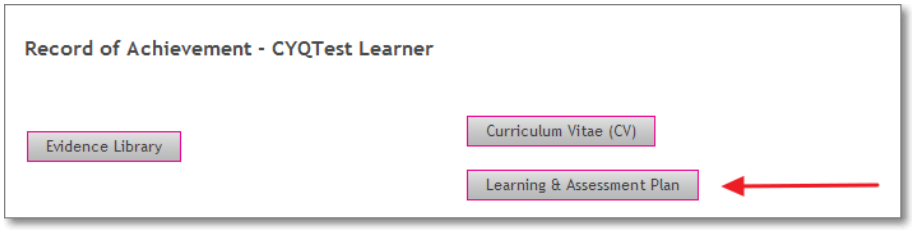
Viewing sessions and session plans created by your assessor

Log into your Smart Assessor profile as indicated on page 2 of this document

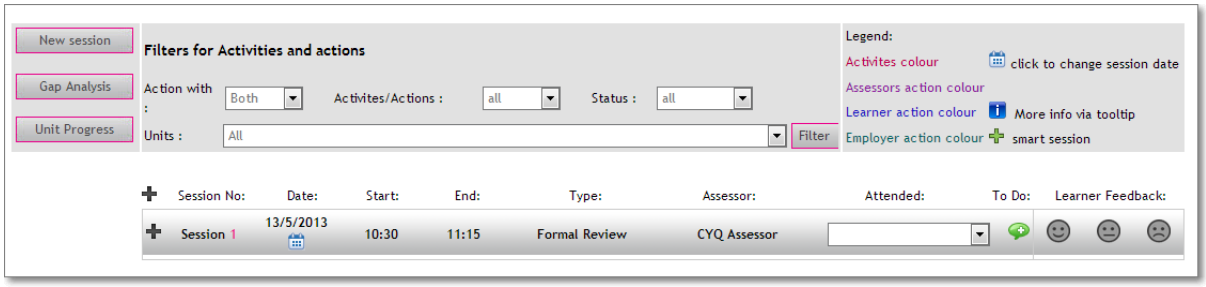
On your landing page click on the **My Courses** link



Click on **Learning and Assessment Plan**



Any sessions created for you by your assessor will appear in this screen



You can also view any documents (such as action plans) that your assessor has attached to the session by clicking on the **+** icon

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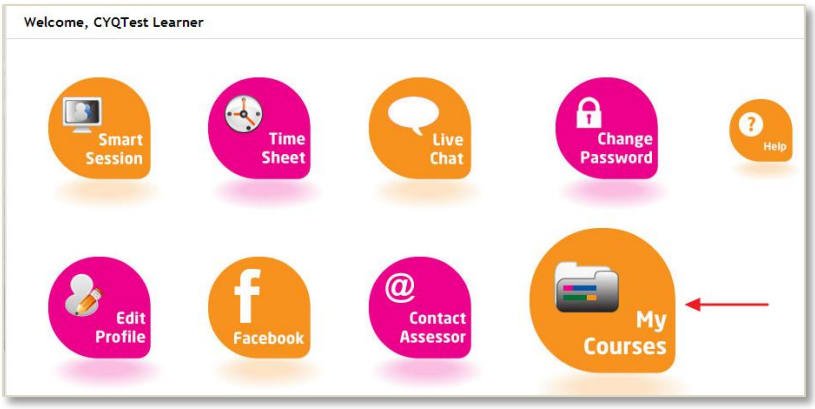
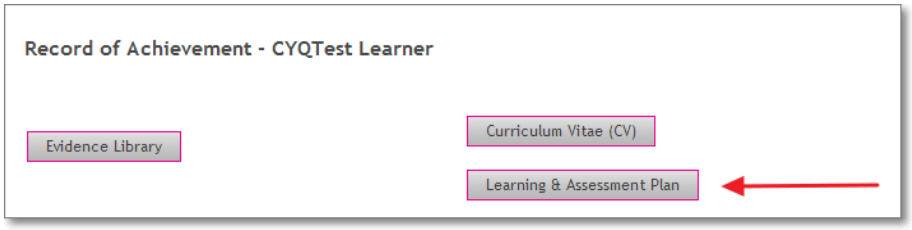
Giving feedback following your sessions

Log into your Smart Assessor profile as indicated on page 2 of this document

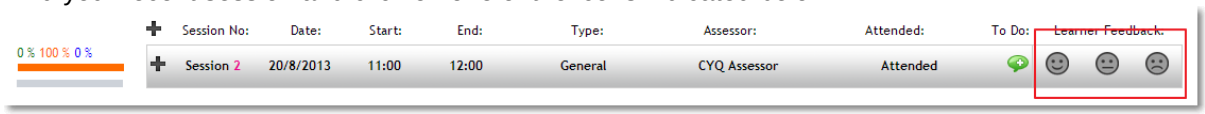
On your landing page click on the **My Courses** link



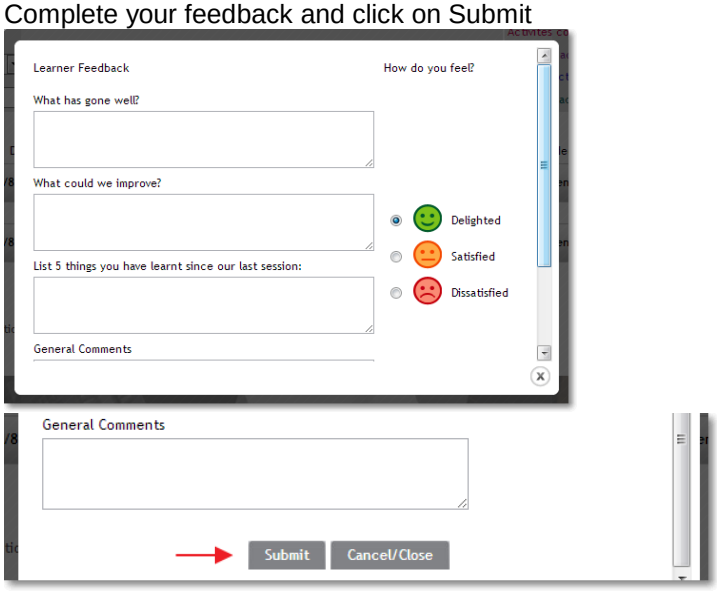
Click on **Learning and Assessment Plan**



Find your recent session and click on one of the icons indicated below



Complete your feedback and click on Submit



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Troubleshooting

If you are unable to resolve a query using this guide, please contact the Professional Development Team at professionaldevelopment@cyq.org.uk for further assistance.

In your email please include the following:

- Your name
- A contact telephone number
- A description of your query (please use screen shots if necessary to illustrate the problem)

You will receive a response to your query within 1 working day of submission (Monday – Friday, 9am – 5pm, excluding Bank Holidays)

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